

Please note that the consultants and doctors have duties not only on other wards, but also in clinics and other hospitals, so they may not be able to speak to you immediately.

We have a selection of stroke information leaflets on the unit. Please help yourself to these and feel free to ask the nurses if you would like to see the order sheet for the entire range of Stroke Association leaflets. It may be possible to order more and some are available in other languages.

Car parking

Public parking is 'pay on foot' with ticketed barriers on exit. Pay stations are located in levels 0 and 2 in the car park. 'Free to use' cash machines are located at level 2 main reception and in the South Block tea bar area.

Parking for disabled badge holders is free and the disabled bays are clearly marked.

The Stroke Unit is located on Level 1 in Battle Block and is clearly signposted.

Access to Battle Block is via Level 2 of the multi storey car park.

Refreshments

Visitors are welcome to use the hospital restaurant and tea bars. These are signposted or ask a member of staff for directions and opening times.

Smoking

Smoking is **not** permitted anywhere in the hospital or its grounds.

Concerns or questions

Please talk to a member of staff if you have further questions or concerns about your relative's care or future plans.

Endowment fund

Much of the Stroke Unit equipment has been purchased from fundraising and kind donations from relatives and friends. This money has been used to help patients with rehabilitation and to make their stay more comfortable whilst on the ward. If you wish to donate to our fund please make cheques payable to: The Stroke Unit, and hand them to any member of staff on the unit.

Many thanks
The Stroke Unit Team

The Stroke Unit
Royal Berkshire NHS Foundation Trust
London Road, Reading RG1 5AN
Telephone 0118 322 5111
www.royalberkshire.nhs.uk

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Review due: May 2021

Welcome to the Stroke Unit

Information for relatives

T: 0118 322 5411

Visiting times:

2.00pm – 5.00pm

6.00pm – 9.00pm

Weekend visiting only:

1pm – 5pm then 6pm – 9pm

If you wish to visit outside these hours please see the nurse in charge.



- **Two visitors to a bed**
- **Sorry, no flowers allowed**

Welcome to the Stroke Unit

This is a 30-bedded unit for acute and rehabilitating stroke patients. The unit is run by a team of specialists who will do their best to help you in any way. Please ask a member of the nursing team if you need any help or if you have questions and we will do our best to answer them.

Your relative may be moved to another inpatient area during their stay and we will do our best to call you and let you know where they have moved to. Please ensure we have your current and up to date phone number if you are their next of kin.

Your relative might also be moved to another specialist inpatient rehabilitation ward / unit. This will be determined on their needs/ rehab potential and where their GP is located. This may not always be the hospital / unit closest to where they live.

Visiting times

Visiting times are between 2.00pm-5.00pm and 6.00pm-9.00pm (1pm-5pm and 6pm-9pm at weekends).

If you wish to visit outside these times please speak to the nurse in charge and we will see what we can do to help.

Please remember that patients get tired very quickly, so a maximum of **two** people should be around the bedside at any one time. If there are more than two visitors you are welcome to wait in the conservatory; it may

be possible for the patient to visit with you there if they are well enough.

Occasionally, you may also be asked to wait in the conservatory while the patient is receiving treatment. Chairs are available for visitors so please do not sit on the beds or in patient wheelchairs.

We do not permit any visiting at meal times as patients need quiet and privacy when eating. Many of our patients are learning to eat again and require a sensitive environment in which to do this.

Please ensure you use the hand cleanser when entering or leaving the ward and do not visit any part of the hospital if you have had diarrhoea and/or vomiting in the last 48 hours.

We are happy for dogs to visit your relative on the ward as this can help with the patient's mood and recovery - discuss with the nurse if you would like to do this.

What to bring patients

- Basic toiletry items, such as soap, flannel, towel, shaving kit, hair brush, toothbrush and toothpaste, tissues or freshening wipes.
- Slippers and practical shoes. Trainers are recommended for physiotherapy sessions.
- Night wear. Comfortable clothing such as jogging bottoms/t-shirts are recommended for during the day.

- Books, electronic readers, magazines, pens, paper, small radio/mp3 players with headphones.
- Overhead TVs are in place at every bed and cards can be purchased for these from machines off the ward. Nursing staff can direct you.

Telephone enquiries

It is helpful if just one person telephones with enquiries, then they can update other relatives and friends. A telephone is attached to the overhead TV unit to be used with a pay card (as for the TV). We can also take messages for patients.

Medical information

The nurses will be able to give you information on your relative's condition. However, because of patient confidentiality, we are not able to give anything other than general information over the telephone. Our doctor is usually on the ward Monday to Friday and can clarify further information where needed. We can make an appointment for you to see the consultant if you still have unanswered questions. Relatives should have the express agreement of the patient before attempting to discuss their medical condition. In general, we will only supply information to one member of the family and expect other family members/friends to receive information from them.